Health Information Exchange

BUSINESS & TECHNICAL OPERATIONS WORKGROUP

Strategic Planning draft

Arkansas Health Information Technology Project:

Operational Responsibilities

- The Arkansas Office of HIE will be administratively housed in the Arkansas Department of Finance and Administration.

- The Office will be led by the State Health Information Technology Coordinator, appointed by the Governor of Arkansas.

- The early stages of the HIE, focusing on technical development, education awareness and integration into the Arkansas health care.

Proposed Basic Health Information Exchange Business Model
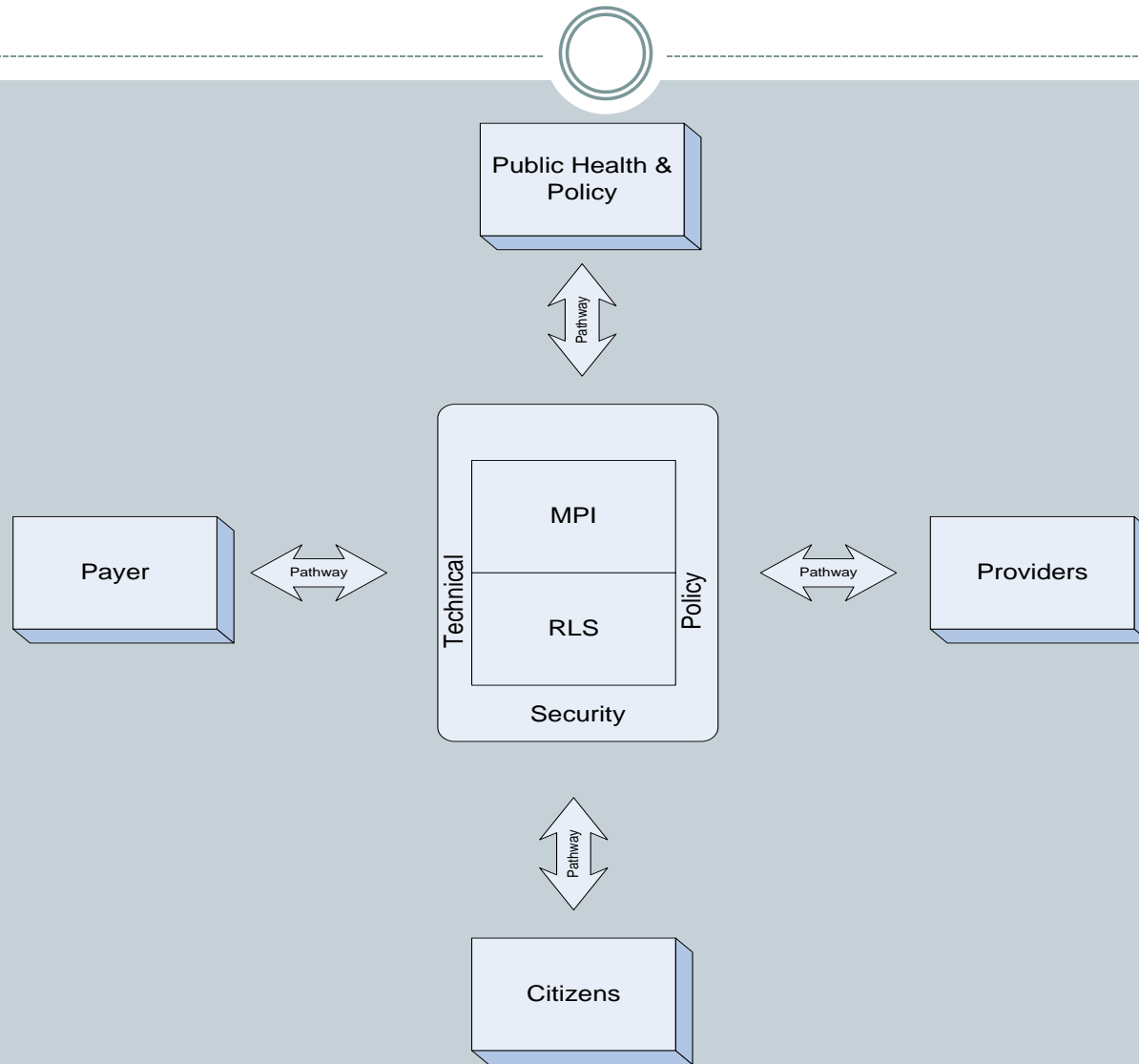
HIE Functional Components

- Master Patient Index (MPI)
  - Patient identification and reconciliation
- Record Locator System (RLS)
  - Location of patient records
- Security and Policy
  - Security and authorization protocols necessary to ensure data security and quality
- Technical
  - Appropriate technical solutions for hardware and software needs

Coordination with Medicaid

- Consistent with and can enable implementation of the Medicaid meaningful EHR use incentives.
  - Goals
    - promote healthcare quality
    - promote health information exchange through the use of certified EHR technology.
- Medicaid business processes will need to align with the capabilities of the statewide HIE to support interoperability.

Coordination with Medicaid

- Key areas of overlap with Medicaid and statewide HIE objectives
  - **Provider Subsidy Administration**
    - State Medicaid agencies are responsible for the administration of EHR incentives to providers to adoption
    - Perform required audits and verification that providers who received subsidies are transforming their medical practice and using improved business processes.
  - Medicaid Payment Reform
    - Medicaid payment reform to pay for performance
    - Changing reimbursement based on outcomes measurement
    - adoption of coordinated care approaches such as patient centered medical homes.

Coordination with Medicaid

- Key areas of overlap with Medicaid and statewide HIE objectives
  - **Clinical Data for Care Management in MMIS**
    - Medicaid Information Technology Architecture (MITA) is designed to accommodate the adoption and use of clinical
    - Clinical data is needed to support disease and case management, referral monitoring, and to improve screening and effectiveness of follow up treatments.
    - Support improvements in prior authorization and improved program integrity and program compliance with evidence based treatment protocols.
    - Medicaid plans Requires connectivity and interoperability with providers, and eventually with Medicaid members through alerts,
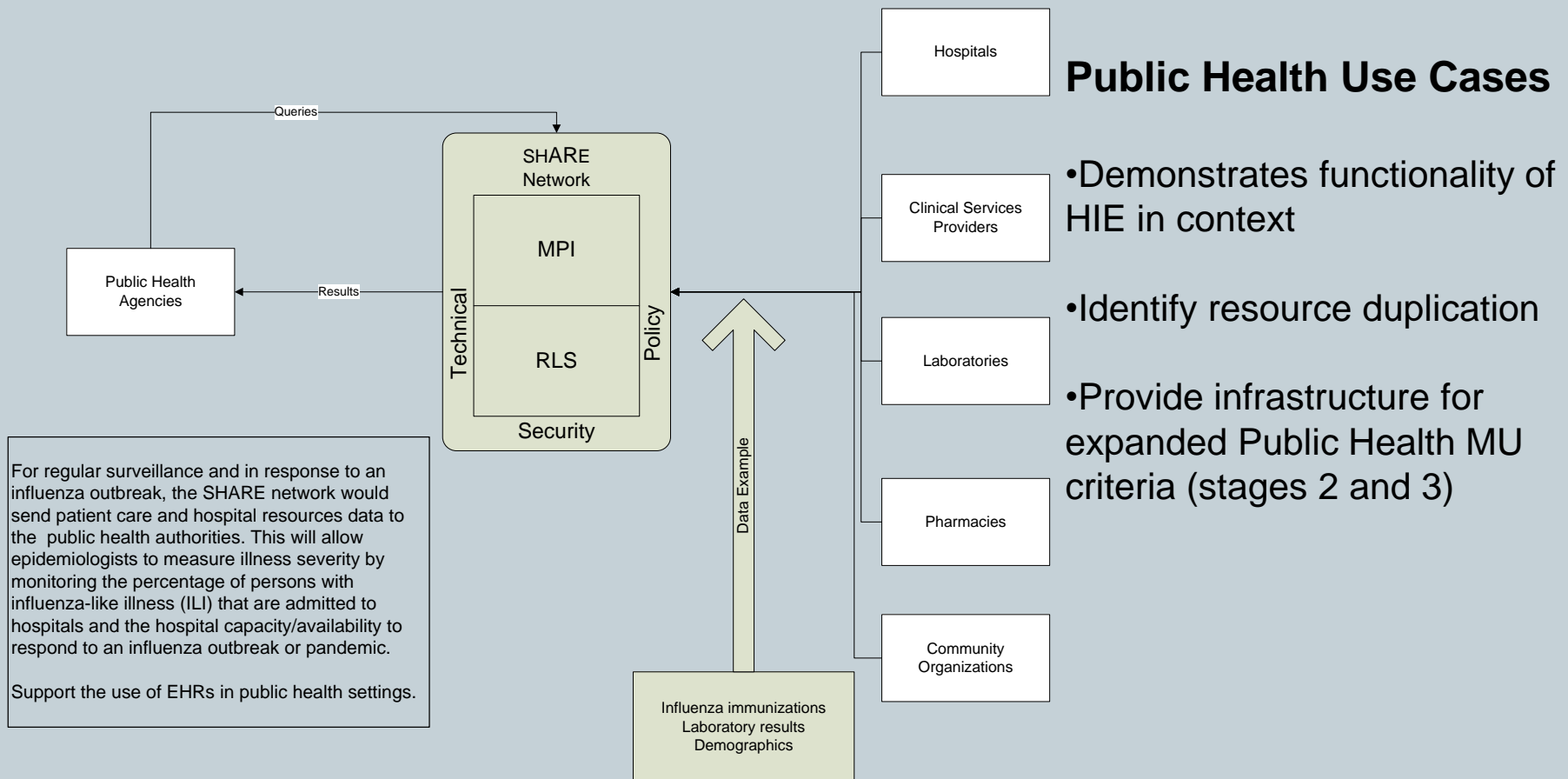
Coordination with Public Health

- ## HIE and Public Health Meaningful Use Criteria

  - Generate lists of patients by specific conditions to use for quality improvement, reduction, of disparities and outreach

  - Capability to submit electronic data to immunization registries and actual submission where required and accepted

  - Capability to provide electronic syndromic surveillance data to public health agencies and actual transmission according to applicable law and practice

  - Protect electronic health information created or maintained by the certified EHR technology through the implementation of appropriate technical capabilities

Coordination with Public Health

Influenza Surveillance and Response
Use Case

Public Health Use Cases

•Demonstrates functionality of HIE in context

•Identify resource duplication

•Provide infrastructure for expanded Public Health MU criteria (stages 2 and 3)

Queries

SHARE Network

MPI

Public Health Agencies

Results

Technical

Policy

RLS

Security

Hospitals

Clinical Services Providers

Laboratories

Data Example

Pharmacies

Community Organizations

Influenza immunizations
Laboratory results
Demographics

For regular surveillance and in response to an influenza outbreak, the SHARE network would send patient care and hospital resources data to the public health authorities. This will allow epidemiologists to measure illness severity by monitoring the percentage of persons with influenza-like illness (ILI) that are admitted to hospitals and the hospital capacity/availability to respond to an influenza outbreak or pandemic.

Support the use of EHRs in public health settings.

Acquiring and Maintaining State Human Resources

Primary Resource Areas

- Operational staffing

- Technical support

- Training and education

Acquiring and Maintaining State Human Resources

Operational Staffing

- Compliance
  - Responsible for ensuring the HIE network's continued compliance with Federal and State privacy and security laws (for example, HIPAA and GINA)

- Medical Coordination
  - Responsible for defining and coordinating the collaborative efforts between medical providers, public health, and quality initiatives

- Financial
  - Responsible for grant management, billing, general accounts receivable and payable, and necessary financial reporting.

Acquiring and Maintaining State Human Resources

Operational Staffing

- Operations
  - Responsible for overseeing the operational functions of the SHARE network to include managing any contractual relationships, ensuring proper training is provided on the use of the network, and facilitate technical support for the SHARE network.
    - Many of these functions may be contracted out to a third party vendor but this area will be responsible for managing the vendors.

- Administrative
  - Responsible for the administrative tasks required to support the HIE Council/Board, the office staff, and communications with stakeholders.

Acquiring and Maintaining State Human Resources

Technical Support

- Provide a high level of availability to all end users and functionality, including:
  - Analysis of stakeholder systems in regards to connectivity to the SHARE network
  - Ensuring the ongoing technical security of the network
  - Collaboratively troubleshooting connectivity issues with stakeholders' technical resources
  - Maintaining the Master Patient Index, Record Locator Service, and the secure messaging components of the network
  - Procuring and maintaining appropriate hardware to ensure the sustainability of the network

Acquiring and Maintaining State Human Resources

Technical Support

- Provide a high level of availability to all end users and functionality, including:
  - Developing appropriate contingency and disaster recovery plans to ensure a viable system
  - Ensuring end users are provided with appropriate technical training and resources to successfully utilize the network

Training and Education

- Workforce development
- Health system staff training

Vendor Management

- Adherence to the State's procurement rules and regulations

- Department of Finance and Administration Office of State Procurement to ensure an appropriate competitive process is used during the developement and award of contracts.

Action Items

- ## HIE Functional Components
  - Master Patient Index (MPI)
  - Record Locator System (RLS)
  - Security and Policy
  - Technical
- ## Coordinate with Medicaid
  - MMIS criteria
- ## Coordinate with Public Health
  - Stage 1 and 2 Meaningful Use criteria

Action Items

- Primary Resource Areas / Staffing Requirements
  - Operational staffing
    - Compliance
    - Medical Coordination
    - Financial
    - Operations
    - Administrative
  - Technical support
  - Training and education
    - Workforce development
    - Health system staff training

Pending Items

- Determination of recommended shared services / data elements included in the HIE

- Phased process for incorporating the shared services/ data elements

- Reporting and auditing requirements (collaboration with Legal and Policy workgroup)